



How to Create and Manage a MyTXOne Portal Account

Application Note

May 2024

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- EdgeIPS LE
- EdgeFire
- EdgeOne
- OT Defense Console
- Portable Inspector
- Safe Port
- ElementOne
- StellarProtect
- StellarProtect (Legacy Mode)
- StellarEnforce
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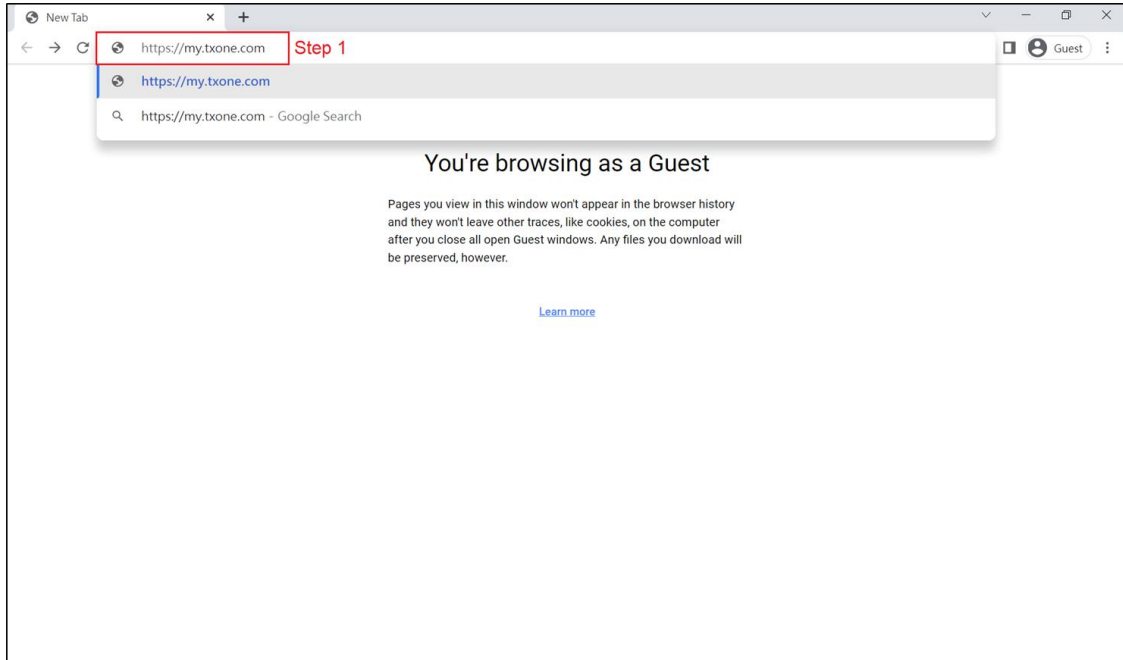
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1 Registering a MyTXOne Portal Account

Procedure

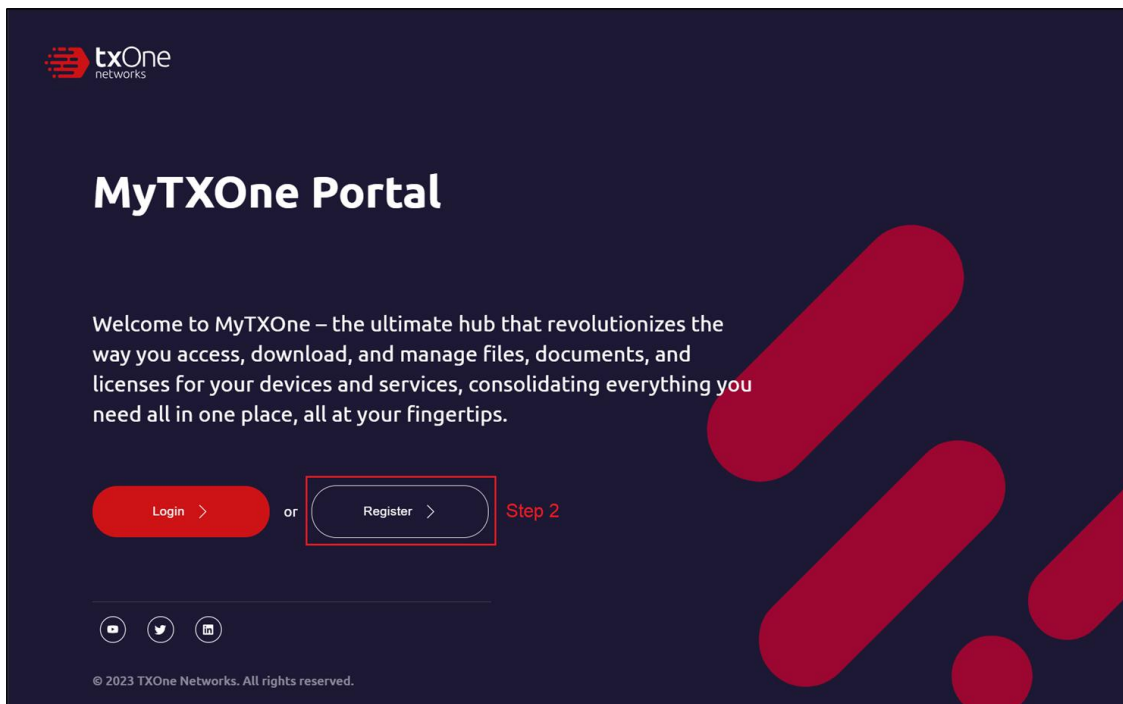
Step 1.

Open a browser and access <https://my.txone.com>.



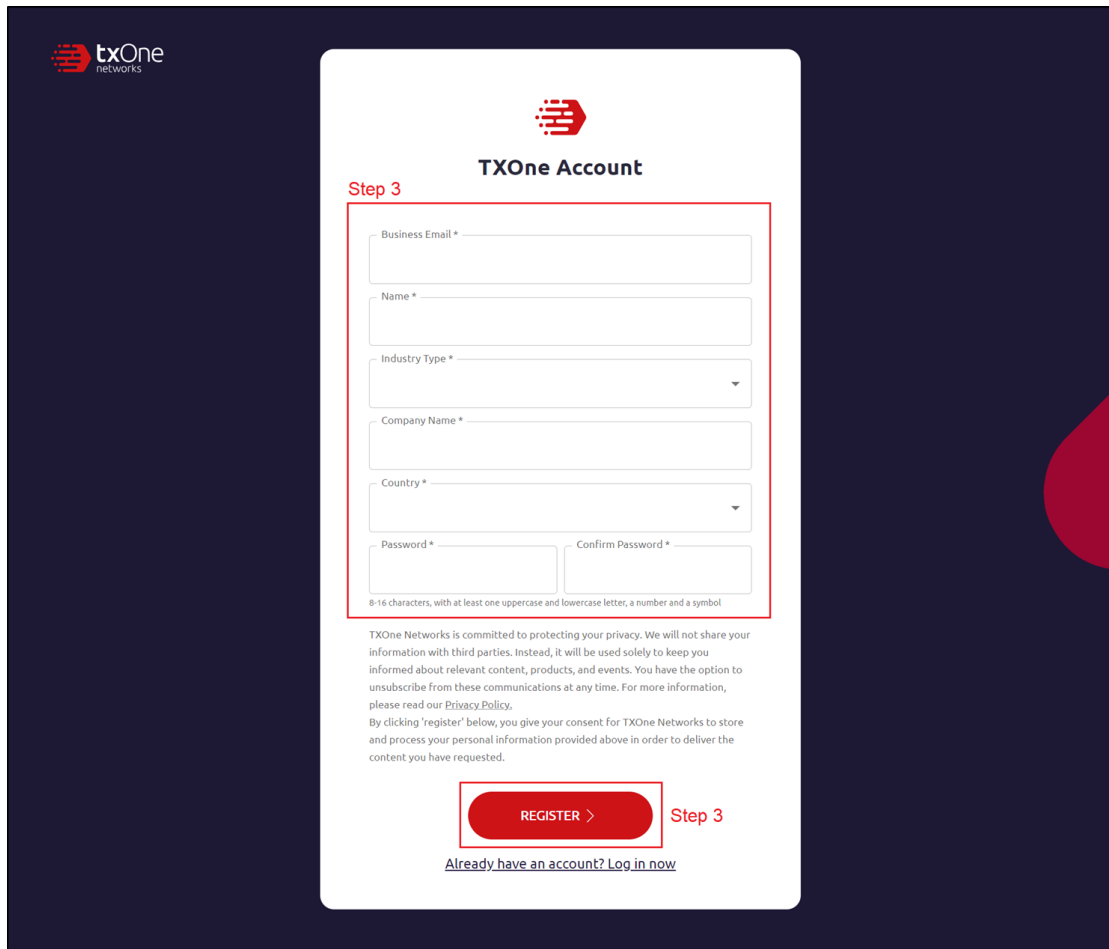
Step 2.

On the MyTXOne portal landing page, click “Register.”



Step 3.

Complete the registration form, then click “REGISTER.”



TXOne Account

Step 3

Business Email *

Name *

Industry Type *

Company Name *

Country *

Password * Confirm Password *

8-16 characters, with at least one uppercase and lowercase letter, a number and a symbol

TXOne Networks is committed to protecting your privacy. We will not share your information with third parties. Instead, it will be used solely to keep you informed about relevant content, products, and events. You have the option to unsubscribe from these communications at any time. For more information, please read our [Privacy Policy](#).

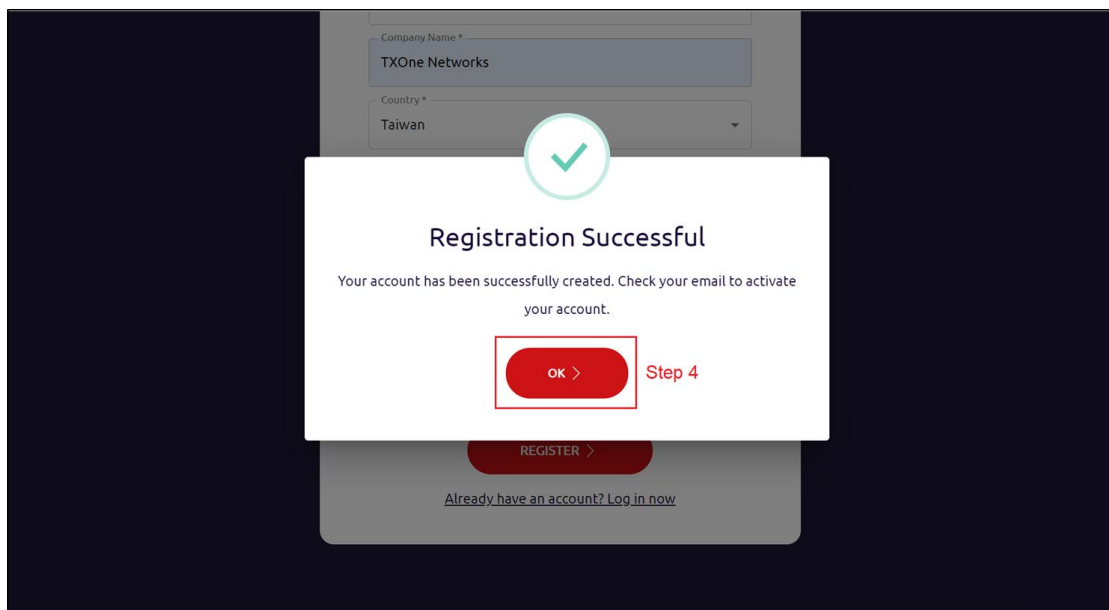
By clicking 'register' below, you give your consent for TXOne Networks to store and process your personal information provided above in order to deliver the content you have requested.

REGISTER > **Step 3**

[Already have an account? Log in now](#)

Step 4.

Your account registration process is now complete. Click “OK” to be redirected to the MyTXOne portal landing page. Check your email to proceed with activating your account.



Registration Successful

Your account has been successfully created. Check your email to activate your account.

OK > **Step 4**

REGISTER >

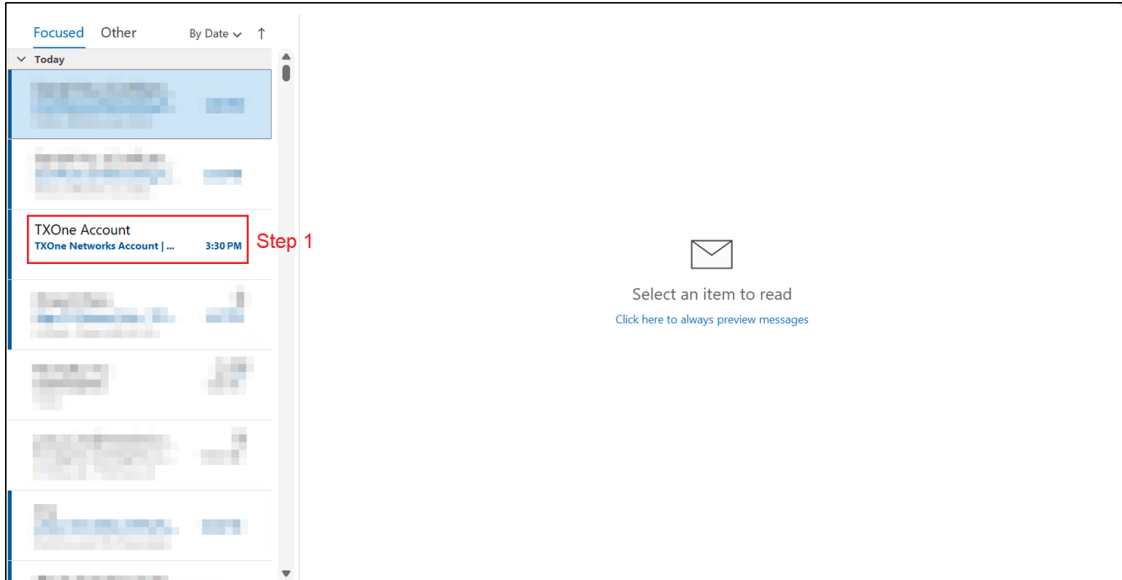
[Already have an account? Log in now](#)

2 Activating a MyTXOne Portal Account

Procedure

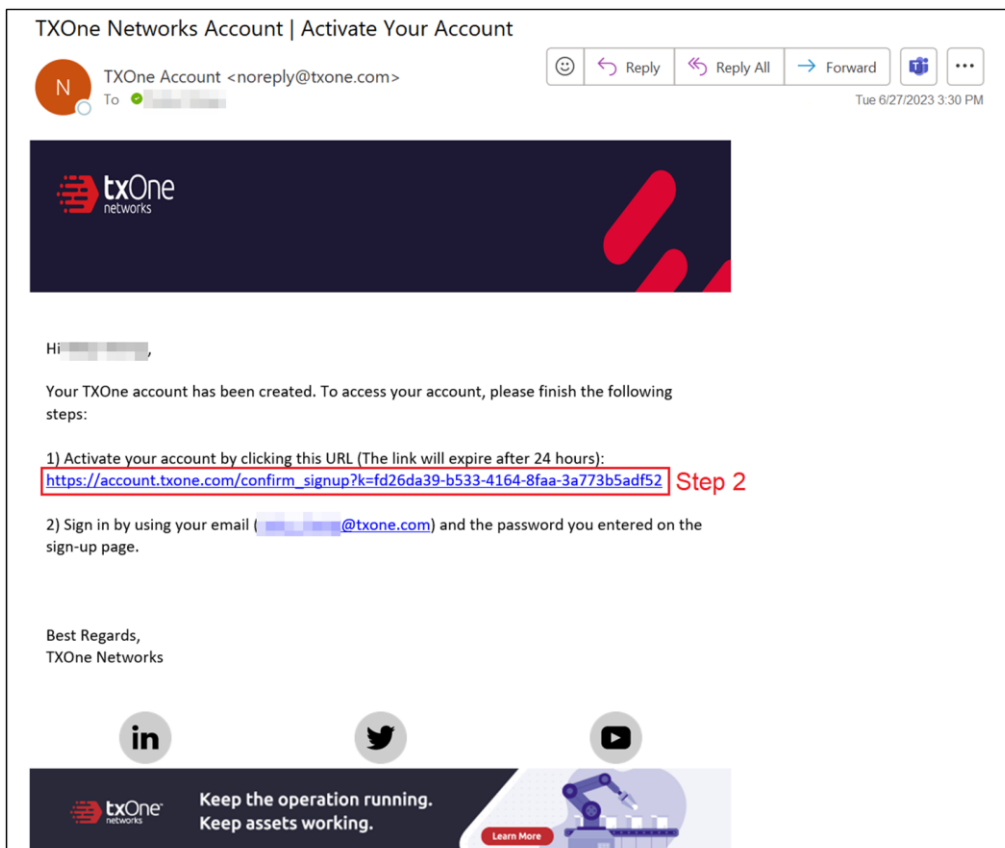
Step 1.

Check the inbox of the email you used for account registration, then open the account activation email.



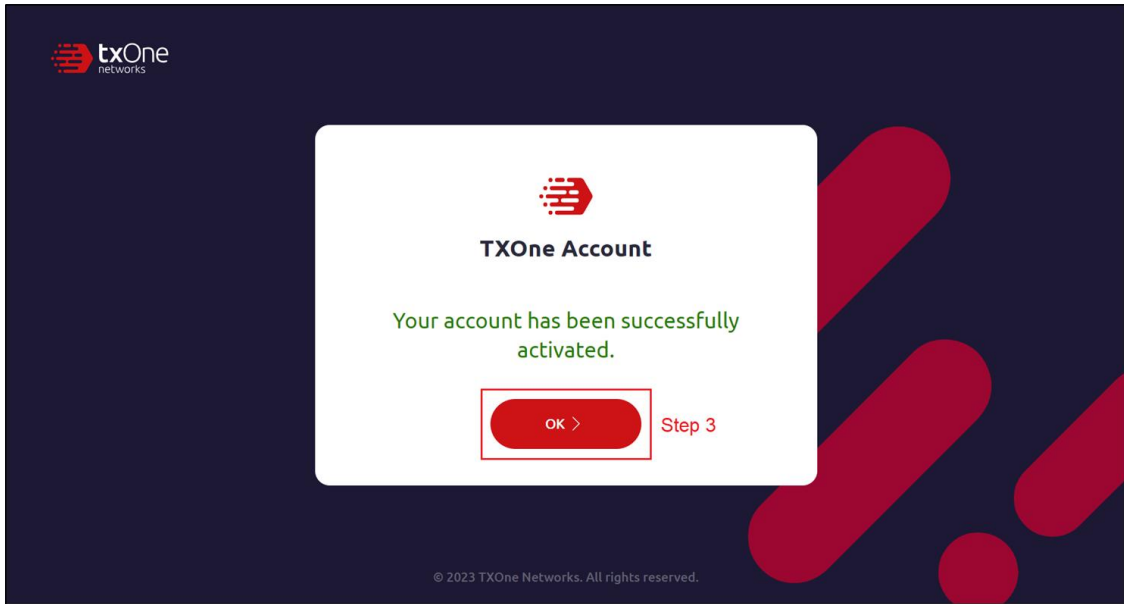
Step 2.

Click the activation link in the email.



Step 3.

Your account activation process is now complete. Click “OK” to be redirected to the MyTXOne portal login page. Proceed to logging in to your account.

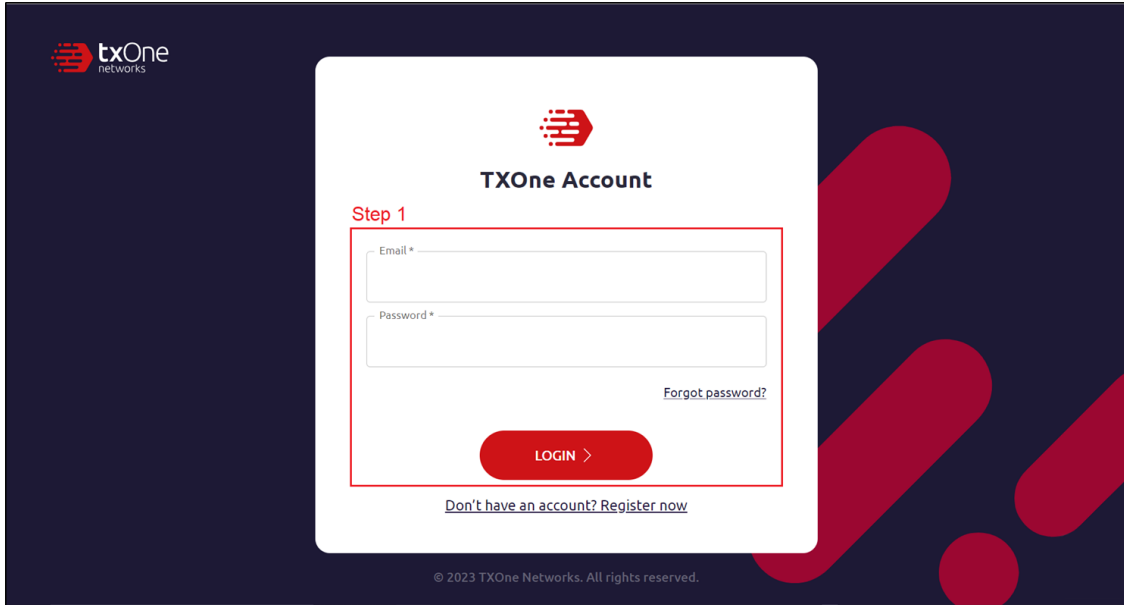


3 Logging in to a MyTXOne Portal Account

Procedure

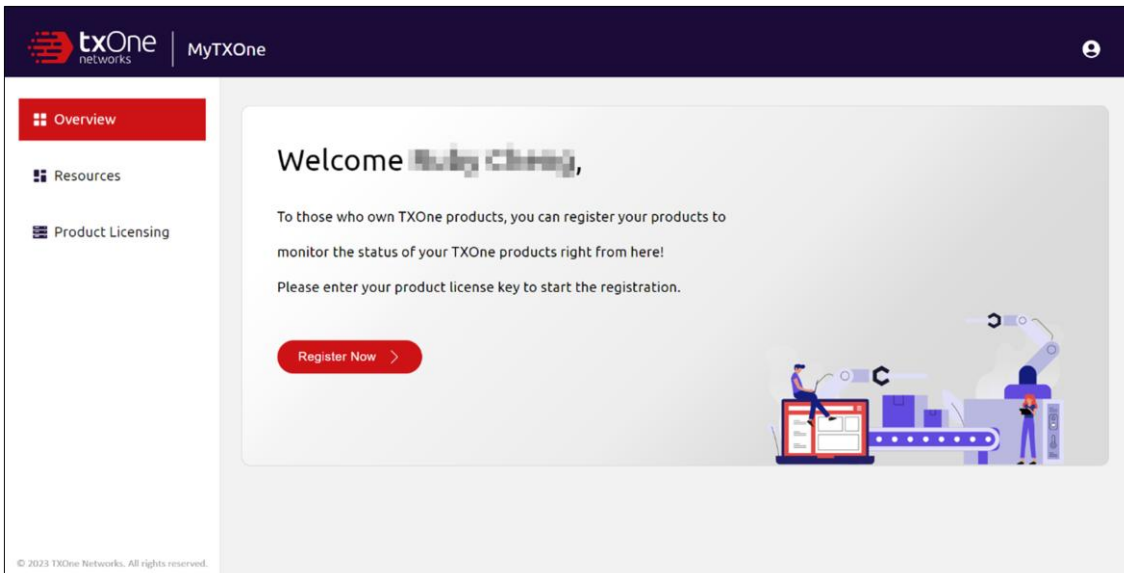
Step 1.

On the login page, enter the email address and password you used for account registration then click “LOGIN.”



Step 2.

You are now logged in to your MyTXOne portal account.



4 Resetting a MyTXOne Account Password

You can reset your account password in the following scenarios:

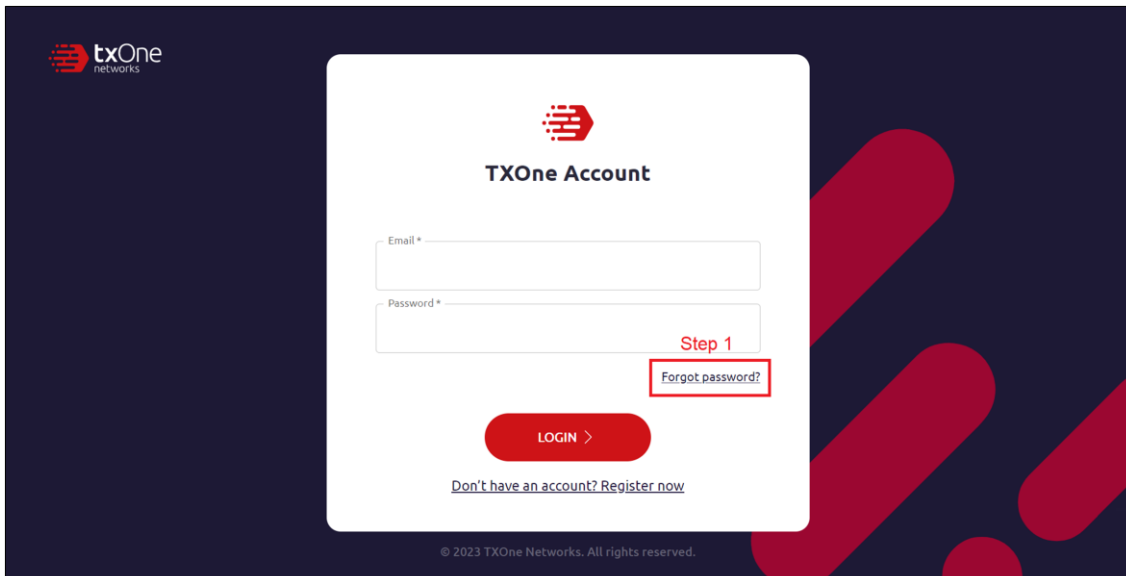
- You forget your original password.
- A regular password update is needed to secure your account.

In this chapter, we will outline two sets of procedures to follow for each of these scenarios.

Procedure (Forgotten Password)

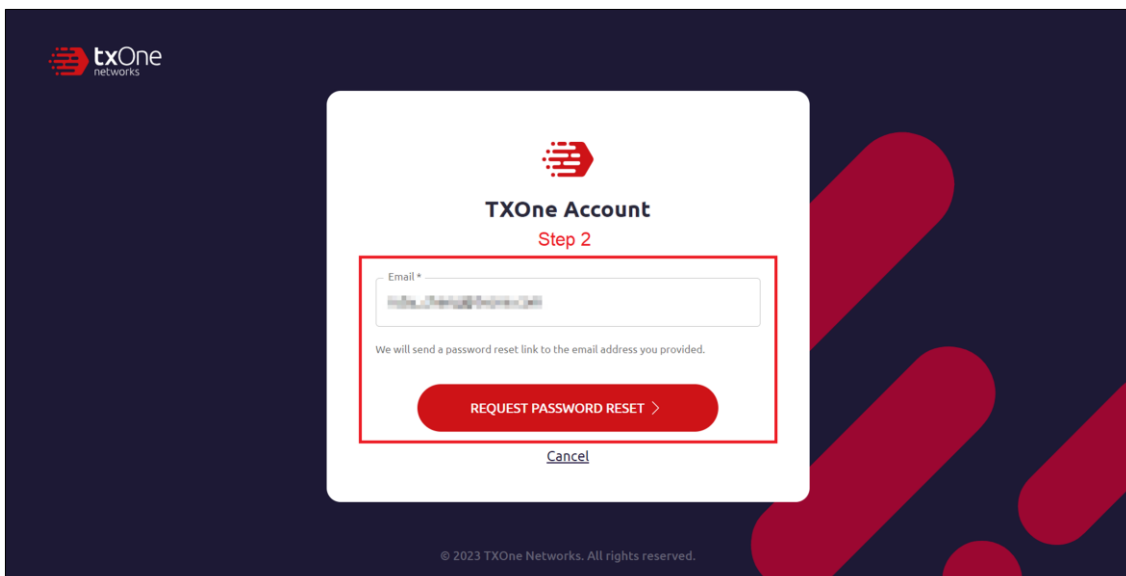
Step 1.

On the login page, click “Forgot password?”



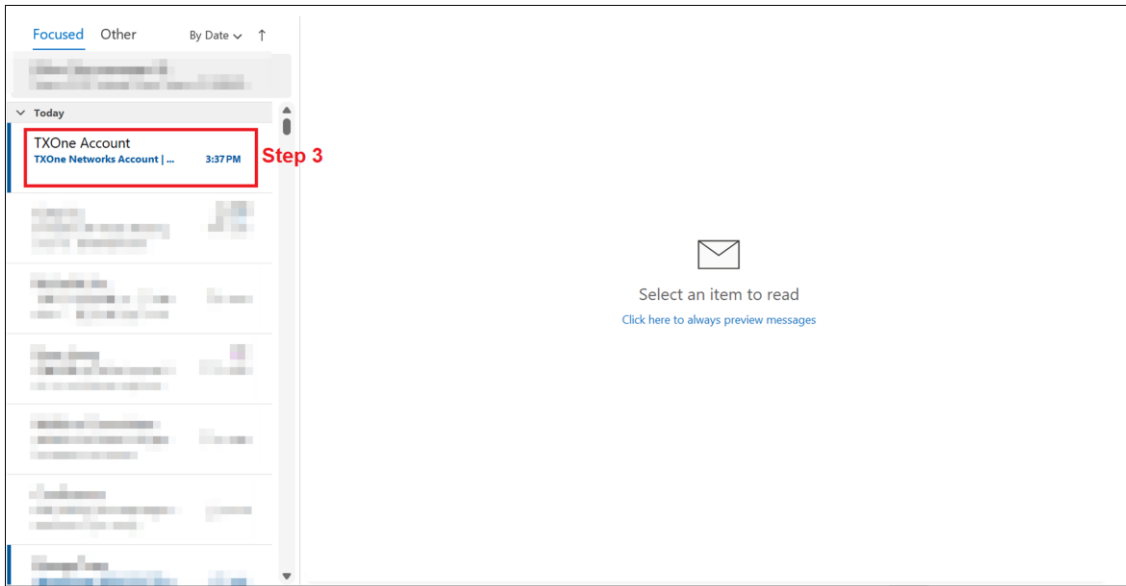
Step 2.

Input the email address you used for account registration, then click “REQUEST PASSWORD RESET.”



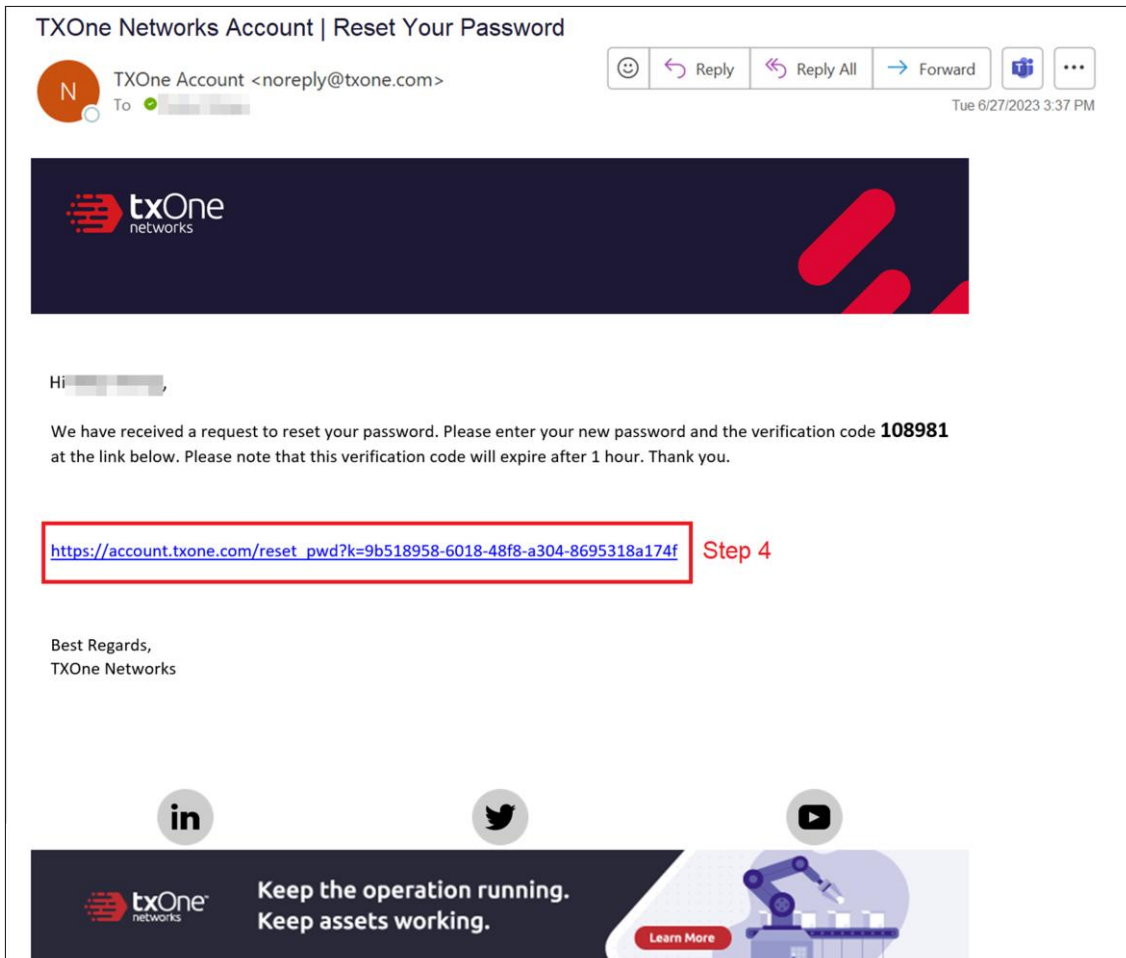
Step 3.

Check the inbox of the email you used to register your account, then open the password reset email.



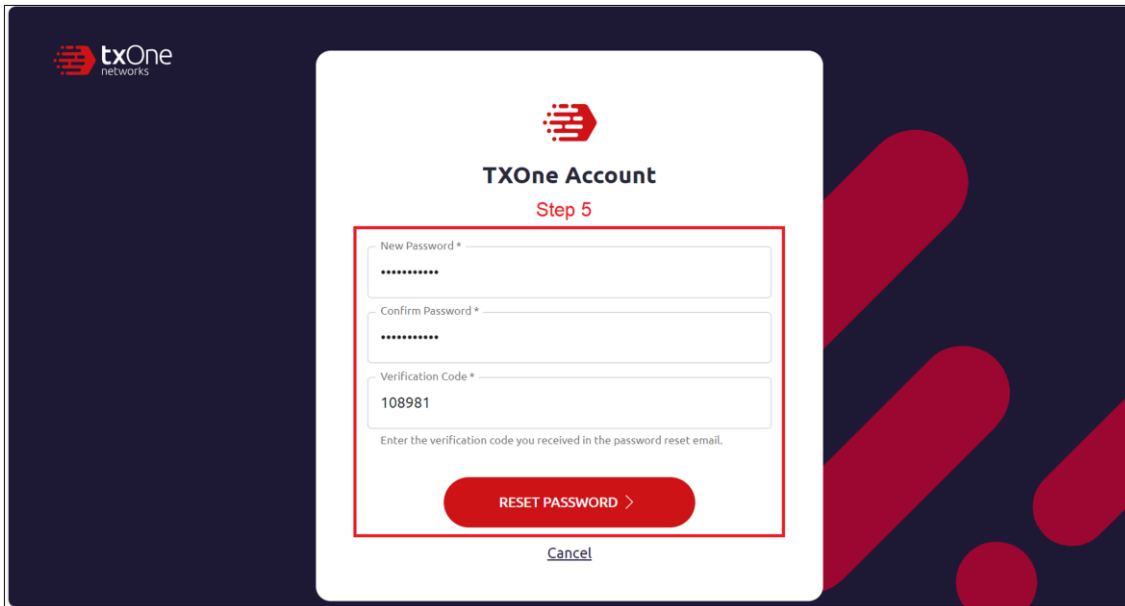
Step 4.

Click the password reset link in the email.



Step 5.

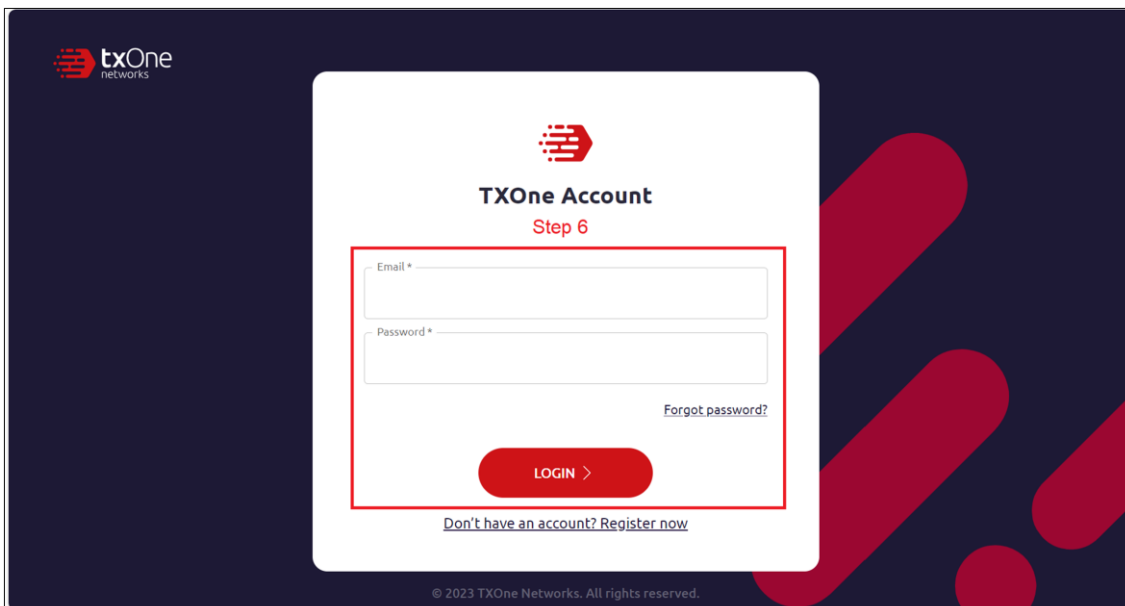
On the password reset page, enter your new password, confirm it, and input the verification code specified in the email. Then click “RESET PASSWORD.”



The screenshot shows a white form titled "TXOne Account Step 5" on a dark blue background. The form contains three input fields: "New Password *" with masked characters, "Confirm Password *" with masked characters, and "Verification Code *" with the value "108981". Below the fields is a red button labeled "RESET PASSWORD >" and a "Cancel" link. A small instruction reads: "Enter the verification code you received in the password reset email."

Step 6.


Your password reset process is now complete. After you are redirected to the MyTXOne portal login page, proceed to log in to your account with your new password.

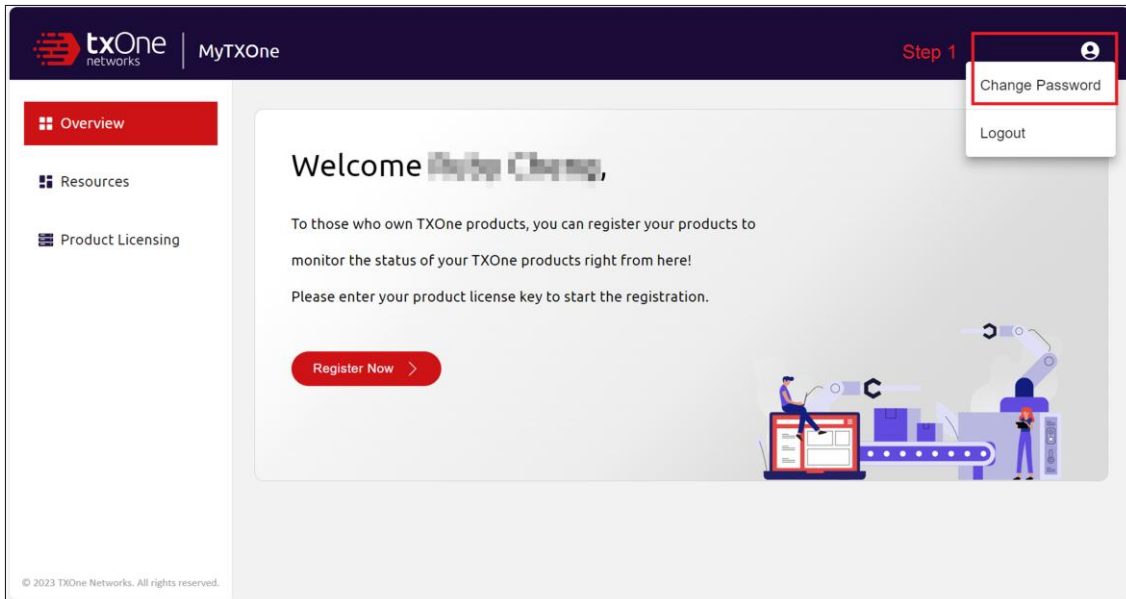


The screenshot shows a white form titled "TXOne Account Step 6" on a dark blue background. The form contains two input fields: "Email *" and "Password *". Below the fields is a "Forgot password?" link and a red button labeled "LOGIN >". At the bottom, there is a link: "Don't have an account? Register now". A copyright notice at the bottom reads: "© 2023 TXOne Networks. All rights reserved."

Procedure (Password Update)

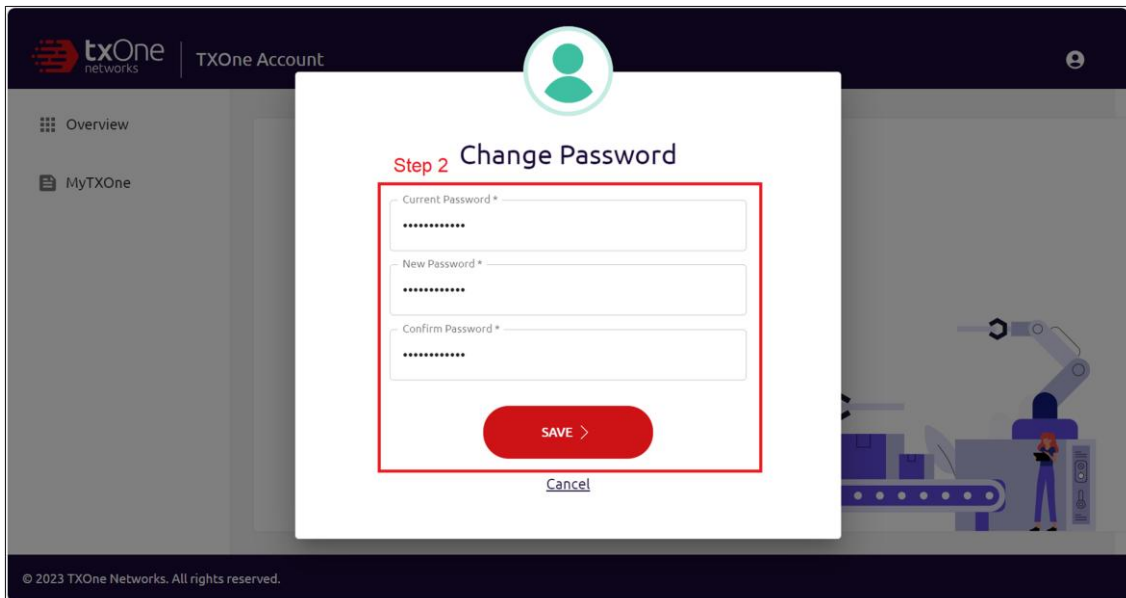
Step 1.

On the [Overview] page, click  at the upper right corner and select “Change Password” from the drop-down list.



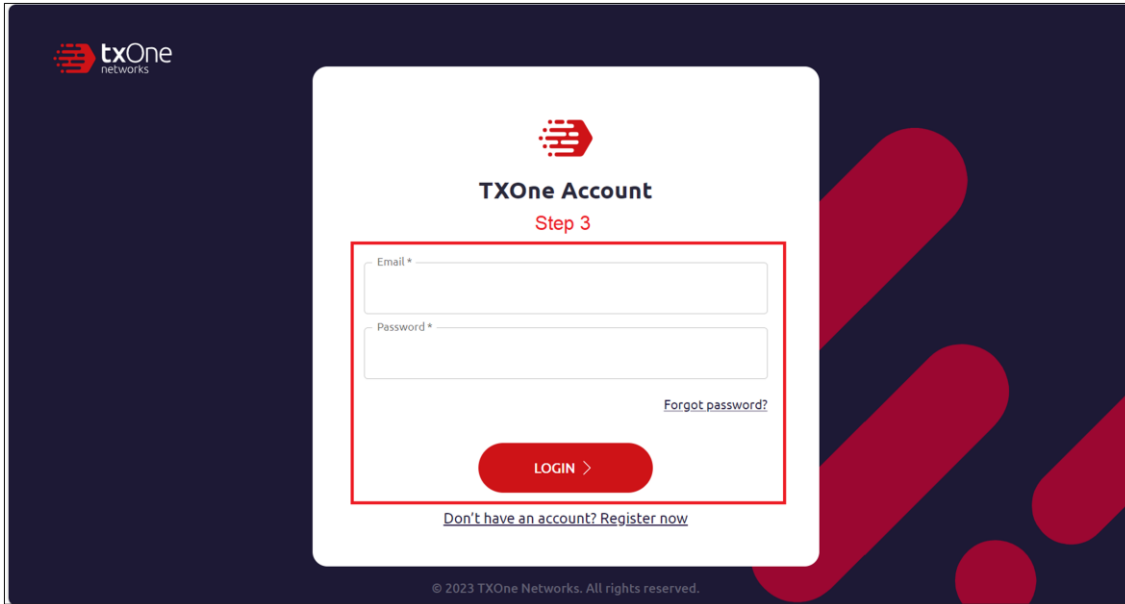
Step 2.

A [Change Password] window will pop up. Input your current password, your new password, and confirm the new password. Then click “SAVE.”




Step 3.

After you change your password, you will be logged out from the portal. Log in to your account with your new password.



5 Registering Product Licenses on MyTXOne Portal

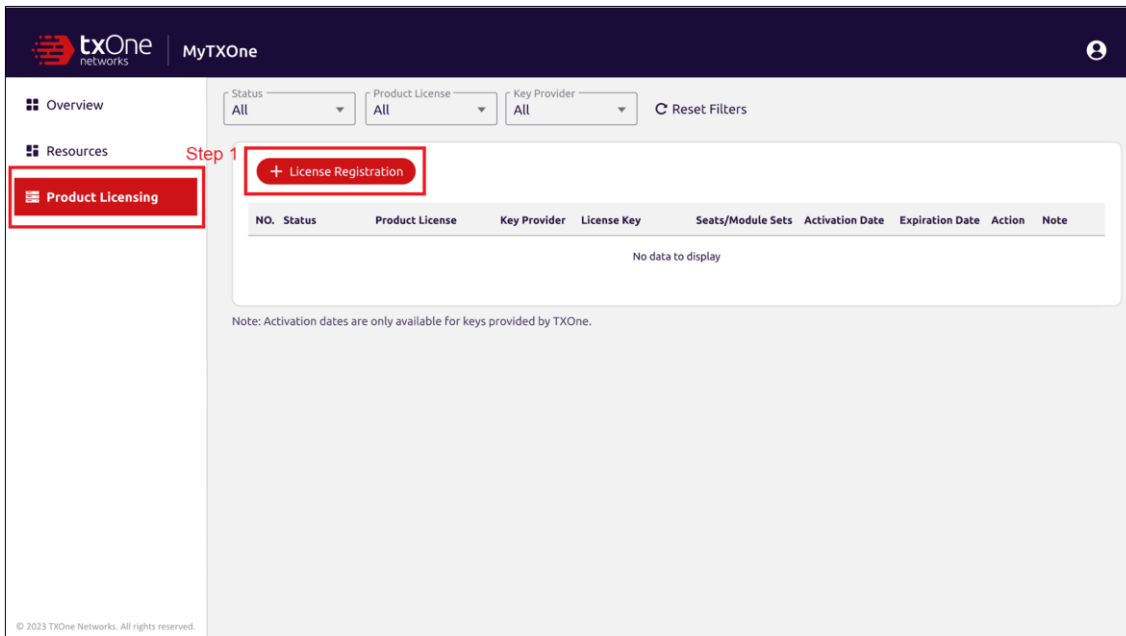
When you complete the activation of your account, only the [Overview], [Resources], and [Product Licensing] tabs are accessible. To access other tabs for downloading product firmware or pattern files, and to view documentation such as user’s guides, quick start guides, and release notes, you must first activate the relevant product licenses. For example, to download the EdgeIPS Pro firmware, pattern files, and relevant documentation, you must first activate an EdgeIPS Pro product license.

 You can access the relevant product-related resources by activating either a full TXOne license or a trial TXOne license.

Procedure

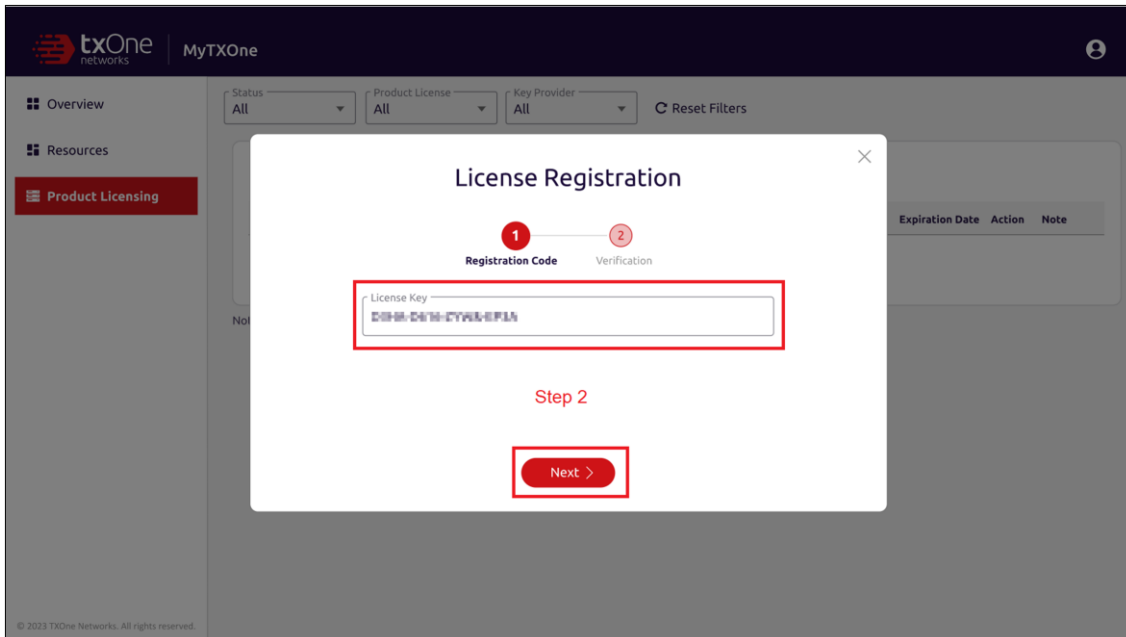
Step 1.

Navigate to the [Product Licensing] tab and click “License Registration.”



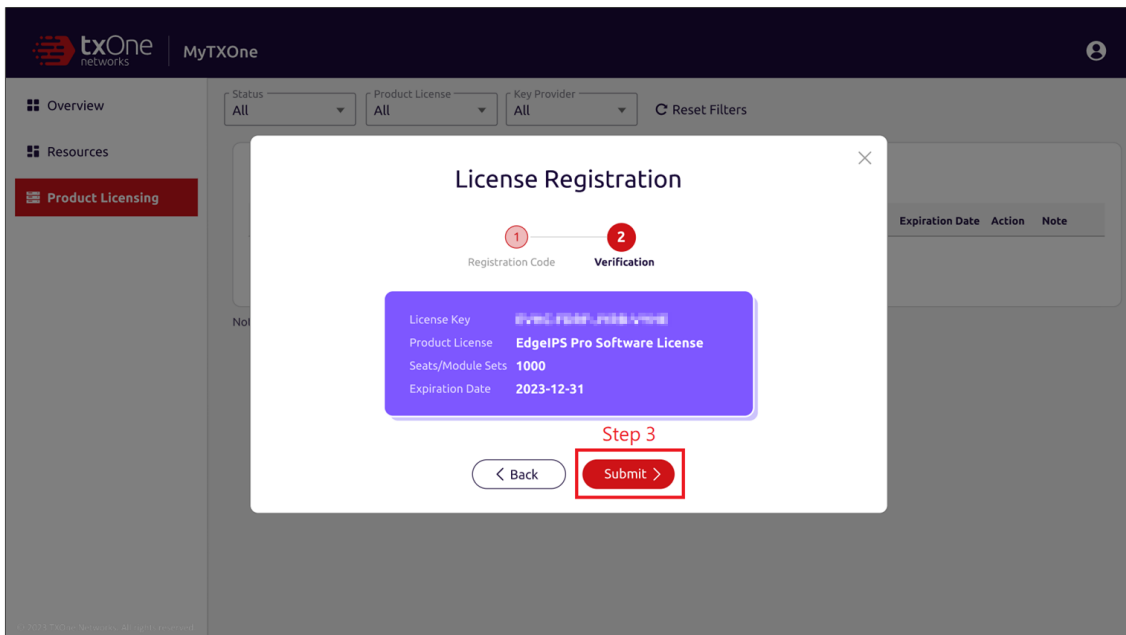
Step 2.

Input your product license key and click “Next.”



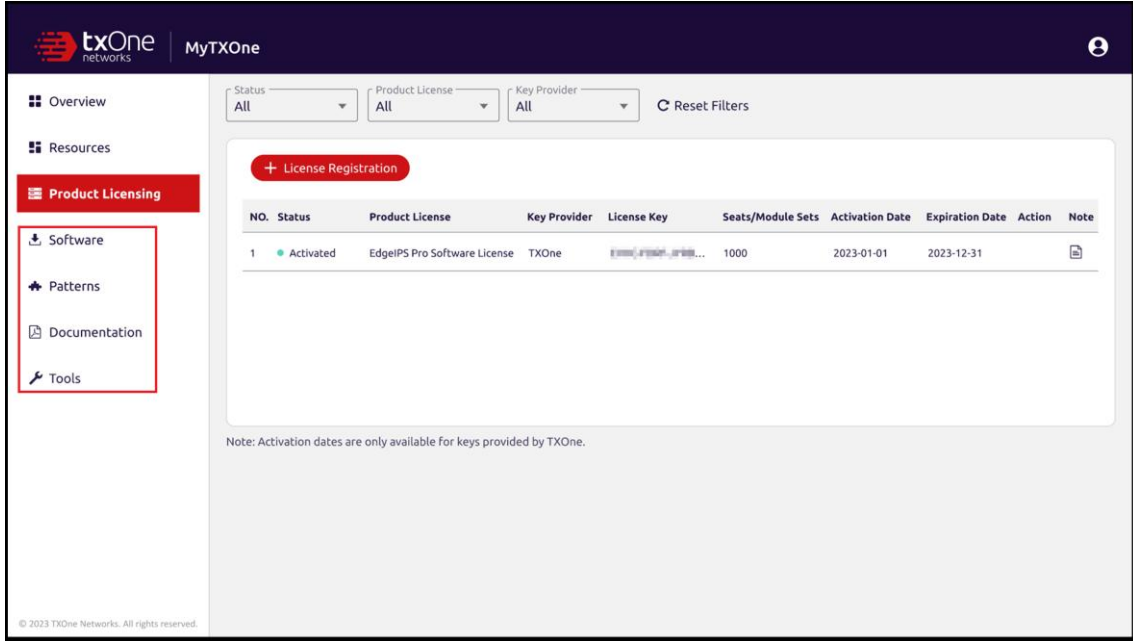
Step 3.

Verify that the license key digits, product for registration, number of seats/module sets, and license expiration date are accurate. Once confirmed, click “Submit.”



Step 4.

Your product license is now activated, giving you access to a variety of product-related resources under the [Software], [Patterns], [Documentation], and [Tools] tabs.



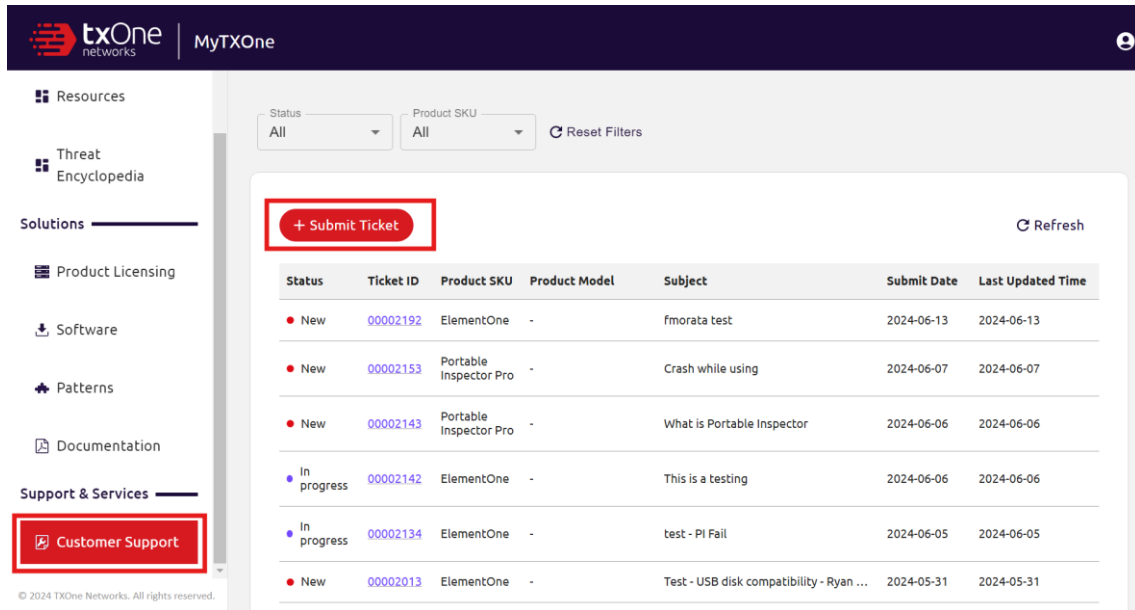
6 Submitting a Support Ticket

If the product is not performing as expected or as needed, you can submit a support ticket using your MyTXOne portal.

Procedure

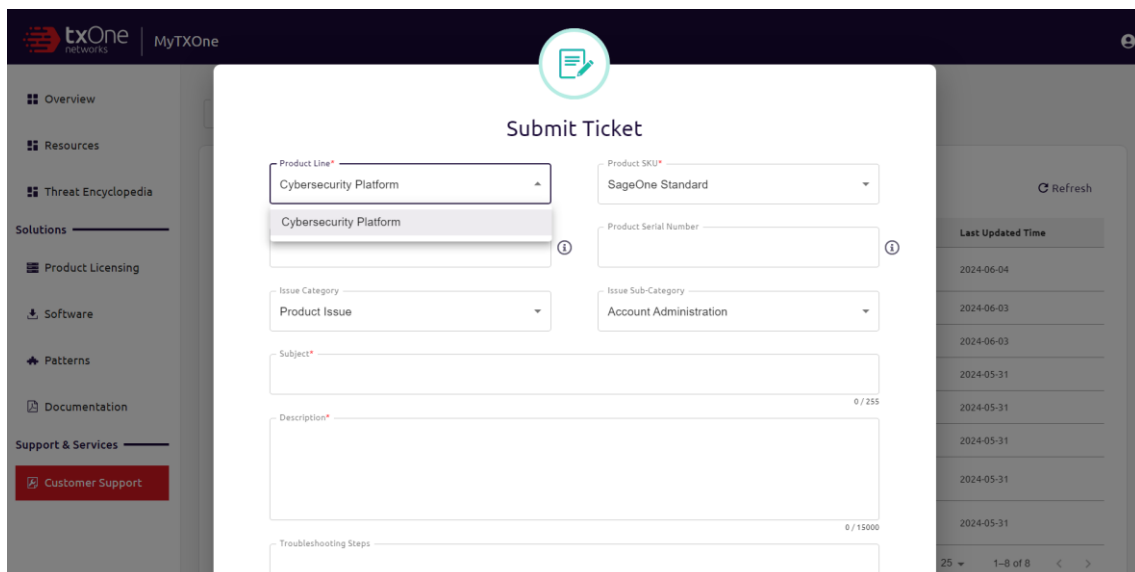
Step 1.

Navigate to the [Customer Support] tab and click “Submit Ticket.”



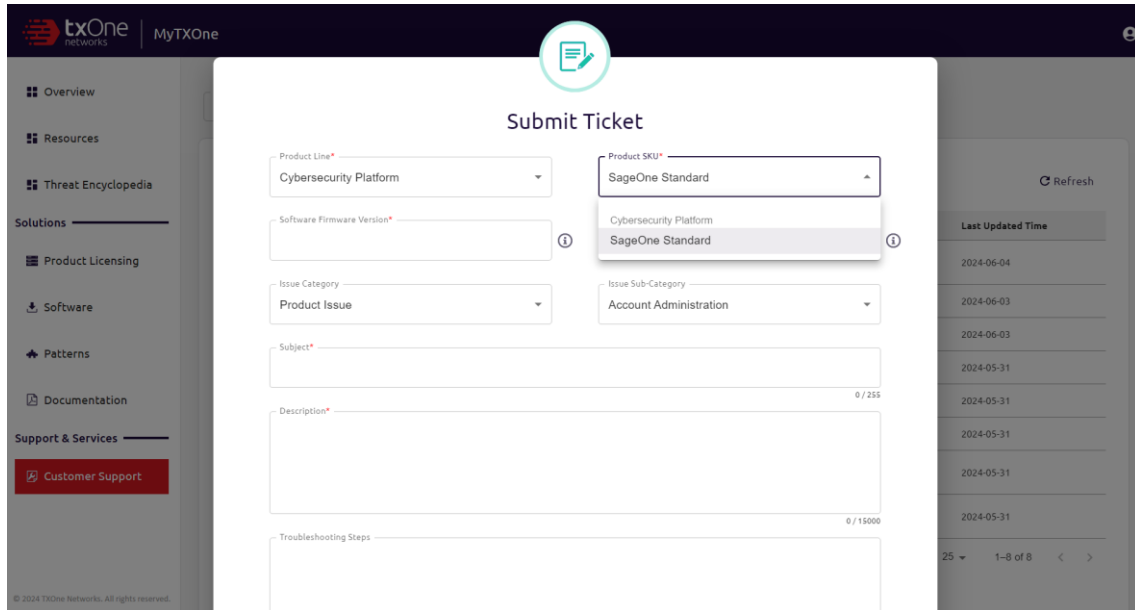
Step 2.

Based on the registered Product Licenses that are currently active, the Product Line field will be automatically populated. Choose the Product Line option you need from the dropdown menu.

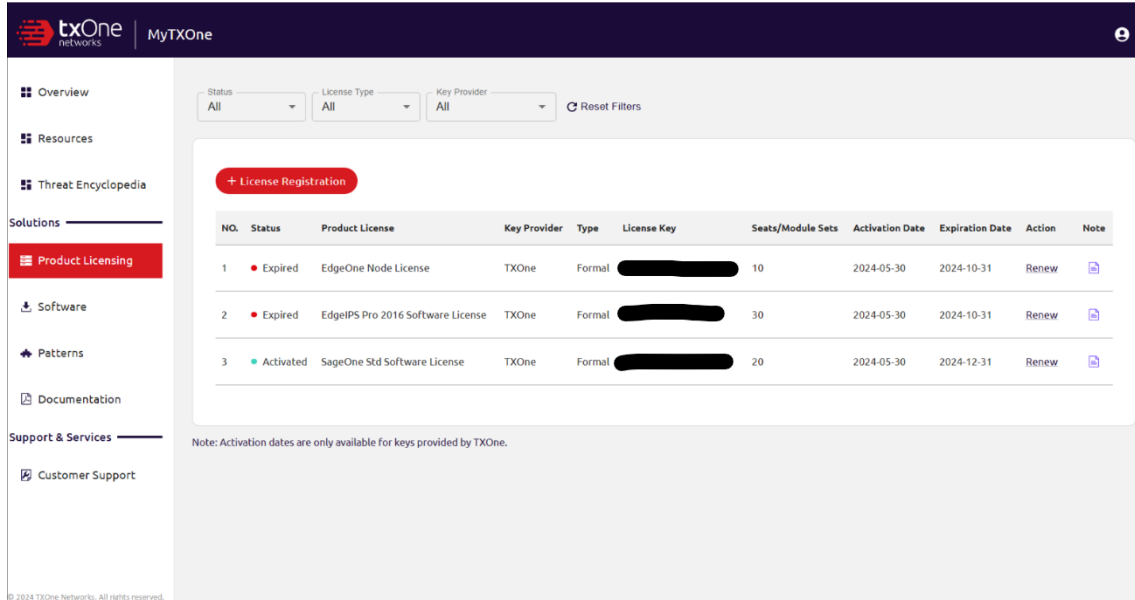


Step 3.


Based on the registered Product Licenses that are currently active, the Product SKU field will be automatically populated. Choose the Product SKU option you need from the dropdown menu.

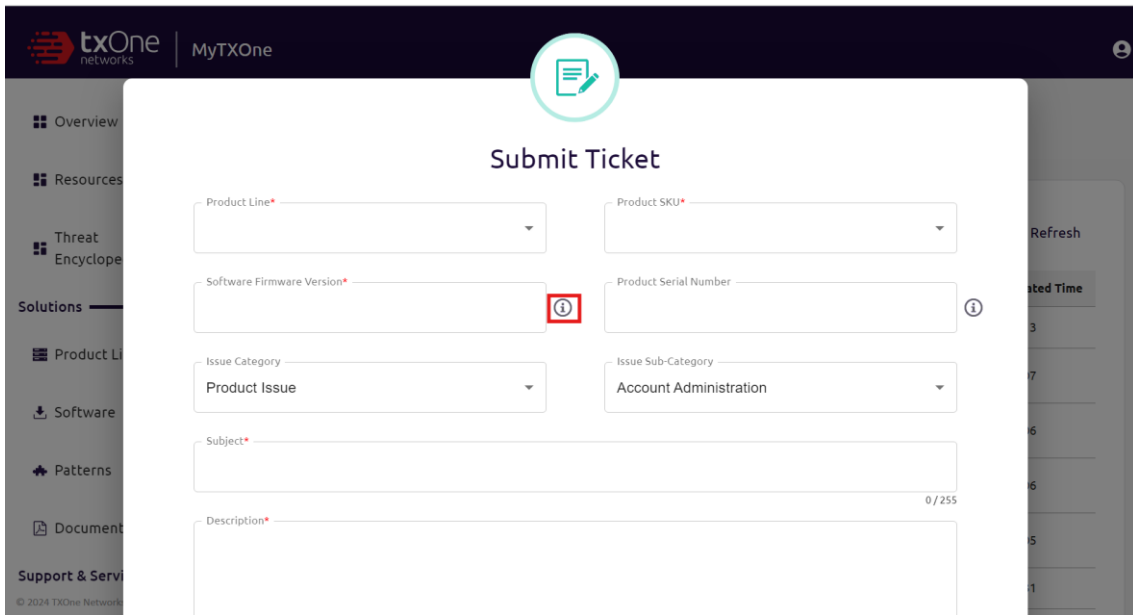


*Note: Under the [Product Licensing] tab, you can easily see which licenses are still active. The active products are what will show up automatically in the Product Line and Product SKU fields of your support tickets.

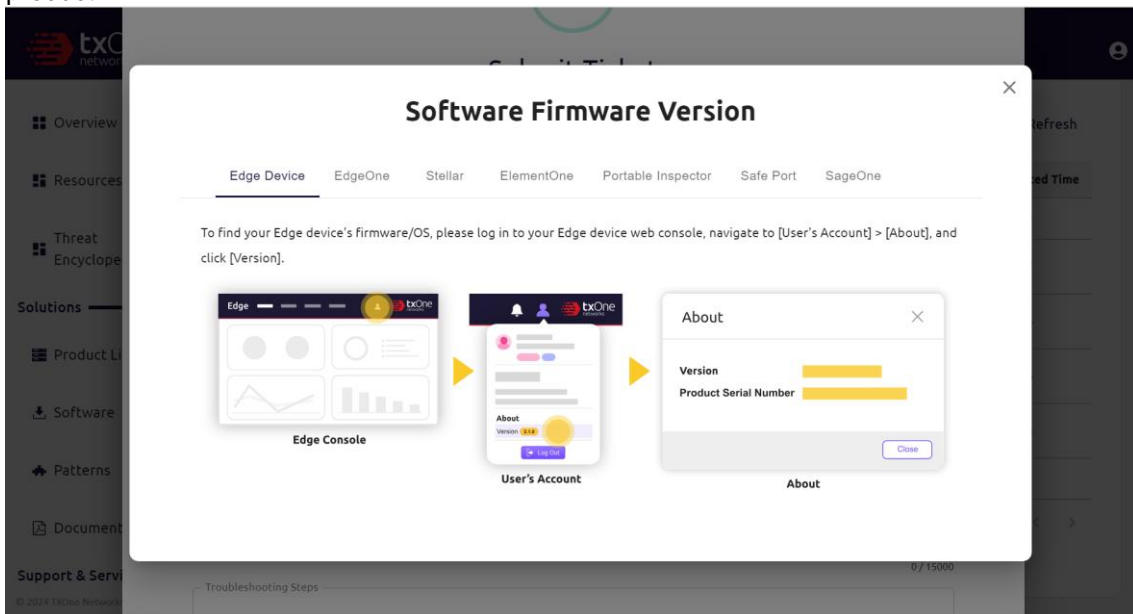


Step 4.

For the Software Firmware Version, you can find out where to locate that information by clicking on the  symbol.




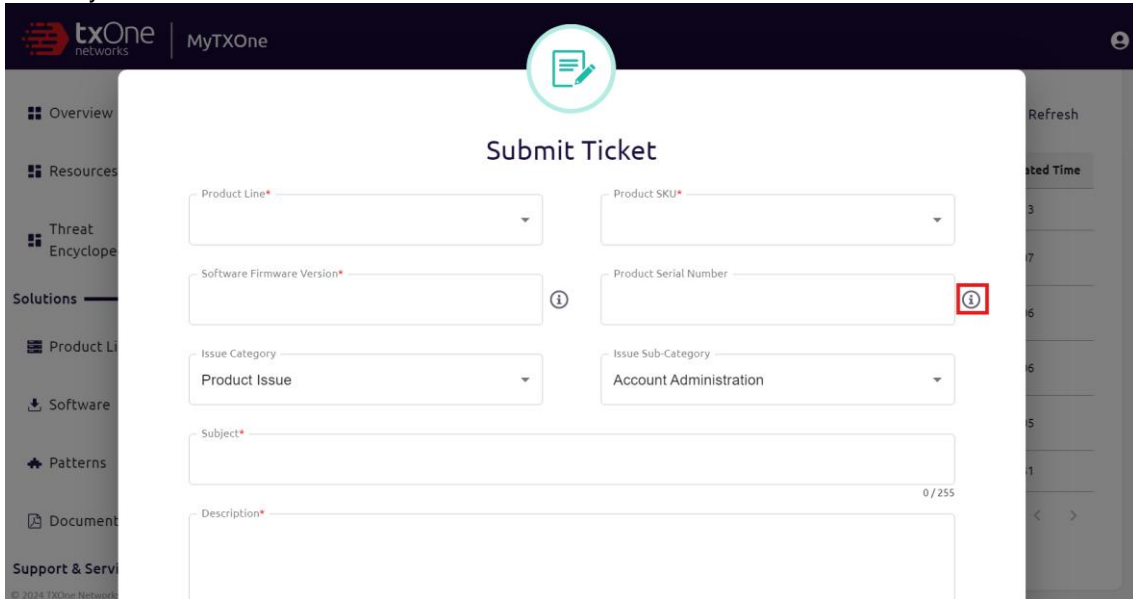
This will display a helpful screen that will guide you to the information you need, categorized by product.



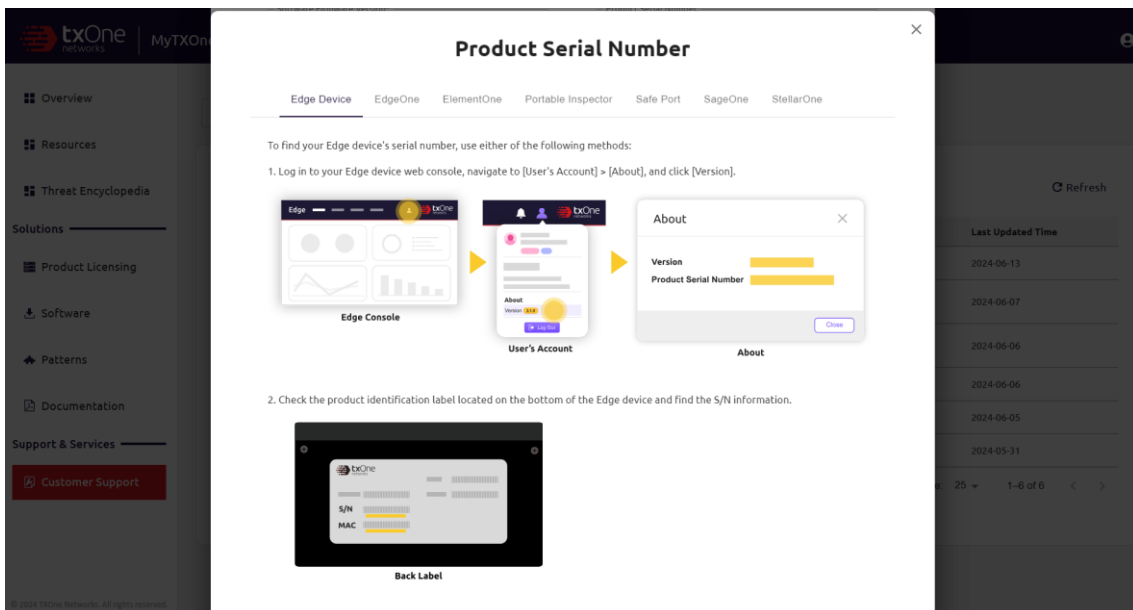
Once you retrieve this information, input the Software Firmware Version.

Step 5.

For the Product Serial Number, you can find out where to locate that information by clicking on the  symbol.



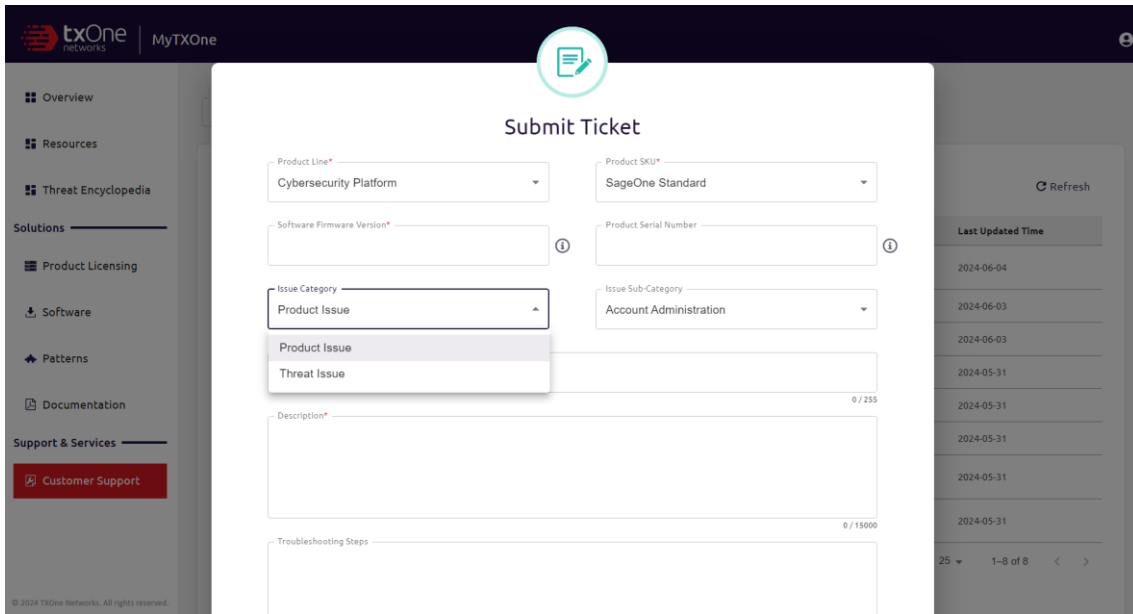
This will display a helpful screen that will instruct you on how to find the information you need, categorized by product.



Once you retrieve this information, input the Product Serial Number.

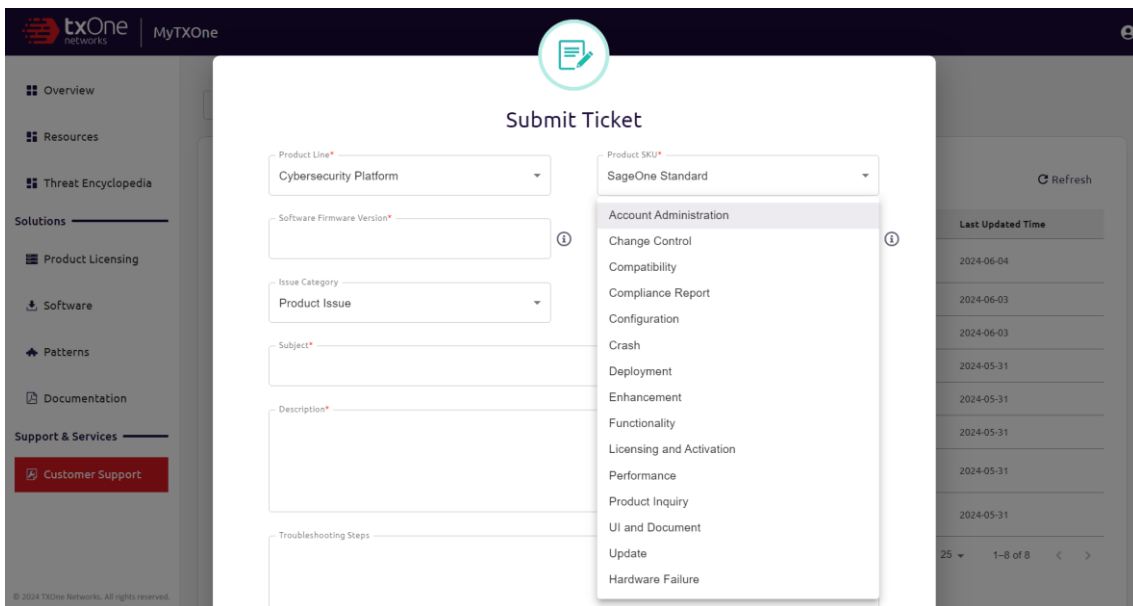
Step 6.

Select which kind of issue you have from the dropdown menu in the Issue Category.



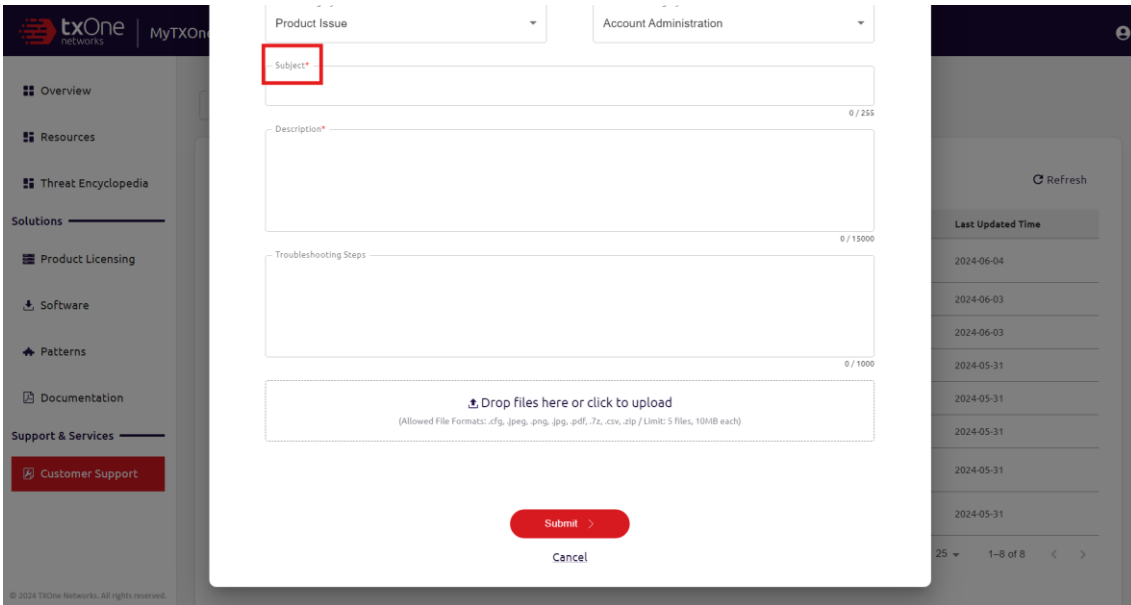
Step 7.

Select the relevant issue sub-category from the Issue Sub-Category dropdown menu.



Step 8.

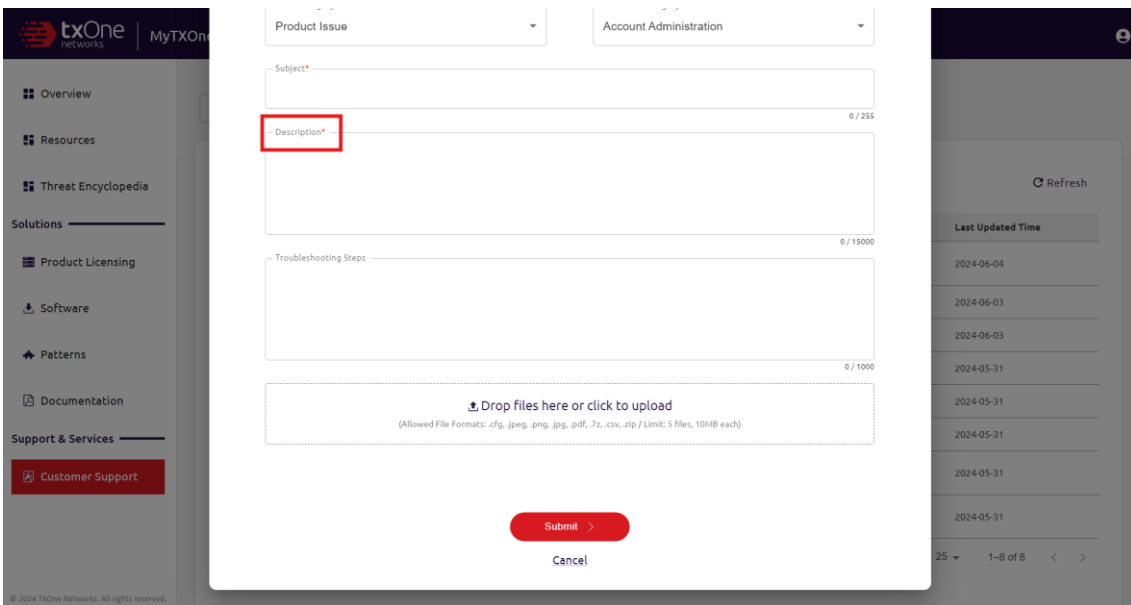
Fill in the Subject field with a topic sentence or phrase.



The screenshot shows the MyTXOne portal interface. On the left is a navigation sidebar with categories like Overview, Resources, Threat Encyclopedia, Solutions, Product Licensing, Software, Patterns, Documentation, and Support & Services. The main content area contains a form with two dropdown menus at the top: 'Product Issue' (set to 'Product Issue') and 'Account Administration' (set to 'Account Administration'). Below these are three text input fields: 'Subject*' (highlighted with a red box), 'Description*' (0 / 255), and 'Troubleshooting Steps' (0 / 15000). At the bottom of the form is a file upload area with the text 'Drop files here or click to upload' and '(Allowed File Formats: .cfg, .jpeg, .png, .jpg, .pdf, .7z, .csv, .zip / Limit: 5 files, 10MB each)'. A red 'Submit' button and a 'Cancel' link are at the bottom center. On the right side, there is a 'Refresh' button and a table with the header 'Last Updated Time' and a list of dates: 2024-06-04, 2024-06-03, 2024-06-03, 2024-05-31, 2024-05-31, 2024-05-31, 2024-05-31, 2024-05-31, 2024-05-31. A pagination bar at the bottom right shows '25' and '1-8 of 8'.

Step 9.

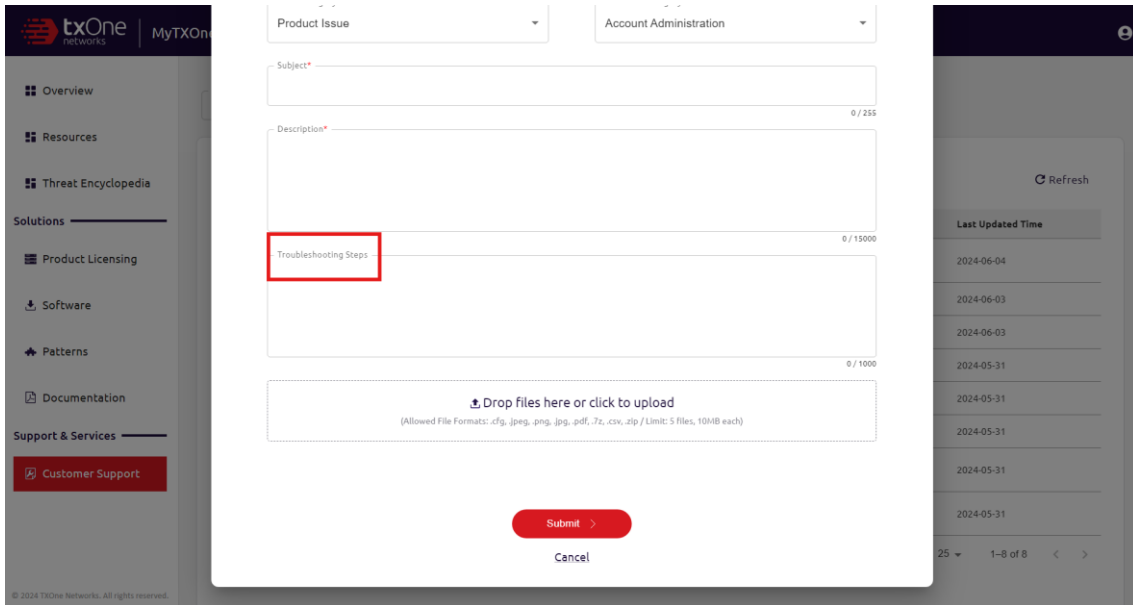
Fill in the Description field with a brief explanation of the issue or complication you've encountered.



This screenshot is identical to the one for Step 8, but the 'Description*' field is highlighted with a red box instead of the 'Subject*' field. The rest of the interface, including the navigation sidebar, dropdown menus, other form fields, and the right-hand table, remains the same.

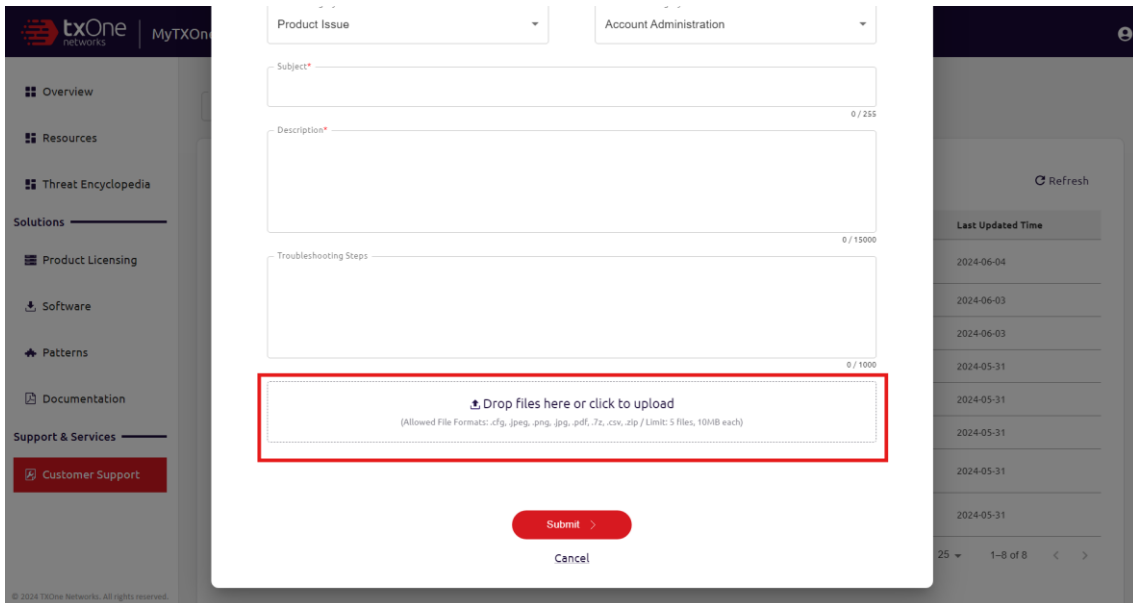
Step 10.

Fill in the Troubleshooting Steps field with the attempts you've made thus far to resolve the issue.



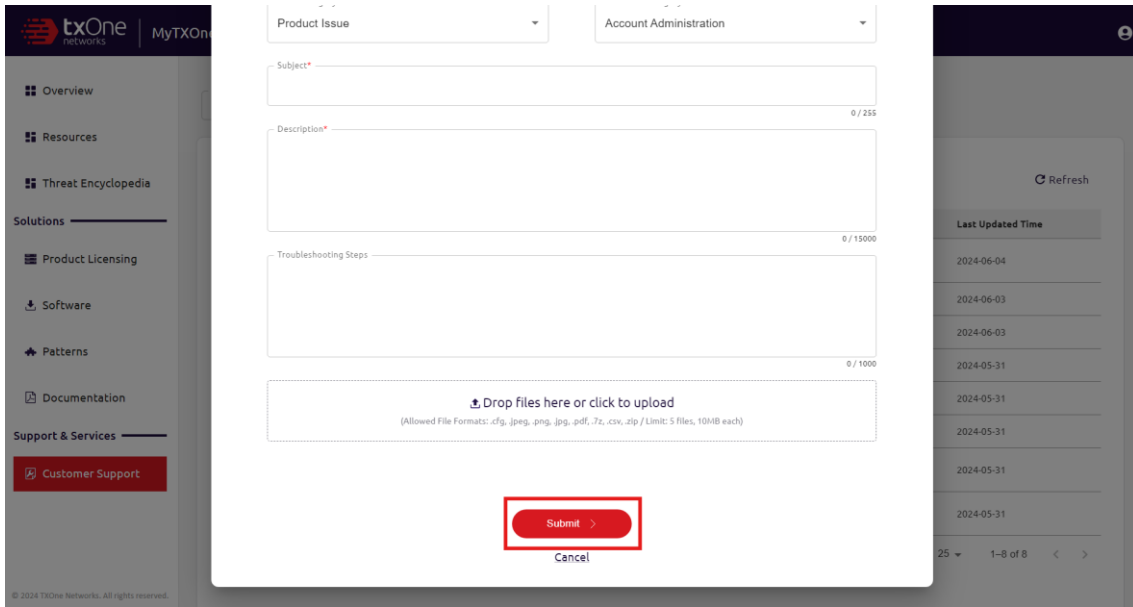
Step 11.

Upload any relevant files.



Step 12.

Click “Submit” to complete the process.



Once you've successfully submitted your support ticket, you will receive an email from TXOne Networks confirming that they've received your ticket.